Chapter 11:

Computers at Work, School, and Home

## Multiple Choice:

1. In a traditional high-tech manufacturing environment, approximately \_\_\_\_\_\_\_\_\_\_\_\_ of the staff are white-collar workers.
	1. 10%
	2. 25%
	3. 50%
	4. 90%

**Answer:** C **Reference:** The Automated Factory **Difficulty:** Moderate

1. Computer-controlled machines designed to perform specific manual tasks are known as:
	1. PCs.
	2. robots.
	3. robotic computer-controlled games.
	4. virtual reality.

**Answer:** B **Reference:** The Automated Factory **Difficulty:** Easy

1. Automated factories pose the greatest threat in regard to employment to:
	1. highly educated workers.
	2. factory owners.
	3. blue-collar workers.
	4. white-collar workers.

**Answer:** C **Reference:** The Automated Factory **Difficulty:** Moderate

1. In automated factories, engineers use \_\_\_\_\_\_\_\_\_\_\_\_ technologies to design new products.
	1. computer-aided design (CAD)
	2. PC tablet
	3. mainframe
	4. computer-aided manufacturing (CAM)

**Answer:** A **Reference:** The Automated Factory **Difficulty:** Easy

1. In an automated environment, as the number of factory jobs declines, \_\_\_\_\_\_\_\_\_\_\_\_ jobs increase and play a more important role in the economy.
	1. office worker
	2. blue-collar
	3. physical laborer
	4. top management

**Answer:** A **Reference:** The Automated Office **Difficulty:** Easy

1. Which of the following types of computers has changed the workplace and nearly replaced mainframes in many work environments?
	1. Windows
	2. PCs
	3. Palm Pilots
	4. Minicomputers

**Answer:** B **Reference:** Office Automation Evolution **Difficulty:** Easy

1. The total cost of ownership of a PC in the workplace is:
	1. from $6,000 to $13,000.
	2. less than $1,000.
	3. from $1,500 to $3,000.
	4. over $15,000.

**Answer:** A **Reference:** Enterprise Computing **Difficulty:** Challenging

1. Some businesses are replacing PCs with \_\_\_\_\_\_\_\_\_\_\_\_, network machines with possible Internet access but not the high overhead of PCs.
	1. notebooks
	2. laptops
	3. thin clients
	4. servers

**Answer:** C **Reference:** Enterprise Computing **Difficulty:** Moderate

1. Distributed computing enables all of the following EXCEPT \_\_\_\_\_\_\_\_\_\_\_\_ to coexist and work together.
	1. PCs
	2. mainframes
	3. workstations
	4. scanners

**Answer:** D **Reference:** Enterprise Computing **Difficulty:** Easy

1. What is it called when several people can share calendars and work on documents at the same time?
	1. Groupware
	2. Assembly software
	3. Video camera software
	4. Newsgroup software

**Answer:** A **Reference:** Workgroup Computing **Difficulty:** Moderate

1. A business can expand its intranet structure to its external partners and customers by creating a(n):
	1. intranet2.
	2. InternetII.
	3. extranet.
	4. workgroup.

**Answer:** C **Reference:** Workgroup Computing **Difficulty:** Moderate

1. Buying and selling products through a computer network is known as:
	1. electronic commerce.
	2. virtual buying.
	3. point-of-sale (POS) buying and selling.
	4. hypertext markup language (HTML) buying and selling.

**Answer:** A **Reference:** Electronic Commerce **Difficulty:** Easy

1. Buying and selling between corporations is known as:
	1. C2C.
	2. B2C.
	3. B2B.
	4. C2B.

**Answer:** C **Reference:** Electronic Commerce **Difficulty:** Moderate

1. What electronic buying and selling scenario accounts for the most online sales?
	1. C2C
	2. B2C
	3. C2B
	4. B2B

**Answer:** D **Reference:** Electronic Commerce **Difficulty:** Moderate

1. Home information workers are known as:
	1. B2C workers.
	2. C2C workers.
	3. electronic users.
	4. telecommuters.

**Answer:** D **Reference:** TheElectronic Cottage **Difficulty:** Easy

1. Workers can be electronically connected to a meeting held at their office without physically being present by using:
	1. teleconferencing.
	2. email.
	3. chatting.
	4. pagers.

**Answer:** A **Reference:** TheElectronic Cottage **Difficulty:** Easy

1. A growing trend is for corporations to set up \_\_\_\_\_\_\_\_\_\_\_ outside of their own urban area.
	1. satellite centers
	2. telecommuting sites
	3. regional, full-working offices
	4. cubicle offices

**Answer:** A **Reference:** TheElectronic Cottage **Difficulty:** Easy

1. To be a viable candidate for any computer-related job, it is necessary to do all of the following EXCEPT:
	1. learn to touch-type.
	2. learn computer basics.
	3. avoid the Internet for job hunting.
	4. be ready for change.

**Answer:** C **Reference:** Working Wisdom: Considering Computer Careers **Difficulty:** Easy

1. Some people complain that when a job is automated, it may be transformed to require less ability; otherwise stated, an automated job may be:
	1. up-skilled.
	2. devalued.
	3. de-skilled.
	4. unattainable.

**Answer:** C **Reference:** De-Skilling and Up-Skilling **Difficulty:** Easy

1. Up-skilled jobs typically offer all of the following EXCEPT more:
	1. money.
	2. challenges.
	3. training requirements.
	4. technical requirements.

**Answer:** A **Reference:** De-Skilling and Up-Skilling **Difficulty:** Easy

1. What is the technology used to track, document, and evaluate worker performance?
	1. Computer broadcasting
	2. Screening
	3. Computer monitoring
	4. Computer scrutiny

**Answer:** C **Reference:** Monitoring and Surveillance **Difficulty:** Moderate

1. What percent of U.S. companies use some type of electronic surveillance of their employees?
	1. 10%
	2. 25%
	3. 50%
	4. 75%

**Answer:** D **Reference:** Monitoring and Surveillance **Difficulty:** Moderate

1. Electronic sweatshops are most often populated with:
	1. young, teenage workers.
	2. educated, white-collar workers.
	3. women.
	4. young men.

**Answer:** C **Reference:** Electronic Sweatshops **Difficulty:** Moderate

1. What is the term used when electronic sweatshops, for example, are located outside the U.S. borders and often in countries with lax labor laws and low wages?
	1. Offshore leasing
	2. Outside border companies
	3. Overseas outsourcing
	4. Offshore outsourcing

**Answer:** D **Reference:** Electronic Sweatshops **Difficulty:** Easy

1. Forrester Research predicts that \_\_\_\_\_\_\_\_\_\_\_ service jobs will move offshore in the next decade.
	1. 250,000
	2. approximately 1 million
	3. 3.3 million
	4. 10 million

**Answer:** C **Reference:** World Wide Workers **Difficulty:** Challenging

1. When productivity increases due to the work of machines rather than the work of humans, it is known as:
	1. workerless growth.
	2. unemployment accessible gains.
	3. electronic advancement.
	4. jobless growth.

**Answer:** D **Reference:** Will We Need a New Economy? **Difficulty:** Easy

1. The U.S. educational system was developed for the primary purpose of teaching:
	1. math and science skills.
	2. job skills.
	3. service skills.
	4. literature and arts skills.

**Answer:** B **Reference:** The Roots of Our Educational System **Difficulty:** Moderate

1. During what age was the U.S. educational system developed?
	1. Agricultural age
	2. Information age
	3. Mechanical age
	4. Industrial age

**Answer:** D **Reference:** The Roots of Our Educational System **Difficulty:** Moderate

1. Much of the educational software that is available on the market is:
	1. edutainment software.
	2. computer-aided instruction (CAI) software.
	3. computer-aided design (CAD) software.
	4. computer-aided manufacturing (CAM) software.

**Answer:** B **Reference:** Computer-Aided Instruction **Difficulty:** Challenging

1. Educational software is often referred to as:
	1. edware.
	2. courseware.
	3. ed software.
	4. computer-ed software.

**Answer:** B **Reference:** Computer-Aided Instruction **Difficulty:** Moderate

1. Software general-purpose tools include all of the following EXCEPT:
	1. word processors.
	2. spreadsheets.
	3. Web browsers.
	4. educational simulations.

**Answer:** D **Reference:** Productivity Tools **Difficulty:** Moderate

1. Authoring tools can help users create their own \_\_\_\_\_\_\_\_\_\_\_\_ presentations, such as CDs, videos, and Web pages.
	1. multimedia
	2. programming
	3. multi-programmed
	4. hyperlinked

**Answer:** A **Reference:** Digital Media **Difficulty:** Moderate

1. Communicating with students in other countries, following scientific processes via the Internet, and taking correspondence courses are all part of:
	1. higher education.
	2. Internet learning.
	3. email processes.
	4. distance education.

**Answer:** D **Reference:** Distance Education: Virtual Schools **Difficulty:** Easy

1. The schools with higher success rates of using technology tend to have more of all of the following EXCEPT:
	1. money.
	2. planning and support.
	3. economically disadvantaged children.
	4. teacher training.

**Answer:** C **Reference:** Room for Improvement **Difficulty:** Easy

1. Filtering software allows:
	1. certain Web sites to be inaccessible through a Web browser.
	2. only certain records from a database to be viewed.
	3. sorting of inappropriate email.
	4. filtering of attachments and email that should not be viewed by children.

**Answer:** A **Reference:** Education and Information **Difficulty:** Easy

1. Many reference materials are accessed through:
	1. CD-ROMs.
	2. DVD-ROMs.
	3. the Internet.
	4. extranets.

**Answer:** C **Reference:** Education and Information **Difficulty:** Easy

## Fill in the Blank:

1. Doctors, nurses, and office staff can all view patient information from various computers throughout a hospital when the computers are hooked up via a(n) \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** LAN or local area network **Reference:** Where Computers Work **Difficulty:** Moderate

1. CAM stands for \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** computer-aided manufacturing **Reference:** The Automated Factory **Difficulty:** Challenging

1. A modern automated factory may contain computer-controlled machines designed to complete specific tasks; these machines are called \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** robots **Reference:** The Automated Factory **Difficulty:** Moderate

1. Software that is often used by employees in a marketing department to create promotional materials is \_\_\_\_\_\_\_\_\_\_\_\_ software.

**Answer:** desktop publishing **Reference:** Enterprise Computing **Difficulty:** Moderate

1. Financial and accounting departments often use \_\_\_\_\_\_\_\_\_\_\_\_ software to create budgets and analyze data.

**Answer:** spreadsheet **Reference:** Enterprise Computing **Difficulty:** Easy

1. The working coexistence of mainframes, PCs, and workstations is known as \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** distributed computing **Reference:** Enterprise Computing **Difficulty:** Challenging

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_ uses Internet technologies internally.

**Answer:** intranet **Reference:** Workgroup Computing **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ was the primary workgroup software used throughout the 1990s.

**Answer:** Lotus Notes **Reference:** Workgroup Computing **Difficulty:** Challenging

1. Adobe’s \_\_\_\_\_\_\_\_\_\_\_\_ format allows documents to be saved and transmitted without any formatting losses.

**Answer:** PDF **Reference:** The Paperless Office **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ includes marketing, sales, support, customer service, buying, and selling on the Internet.

**Answer:** E-commerce **Reference:** Electronic Commerce **Difficulty:** Moderate

1. B2C stands for \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** business-to-consumer **Reference:** Electronic Commerce **Difficulty:** Moderate

1. B2B stands for \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** business-to-business **Reference:** Electronic Commerce **Difficulty:** Moderate

1. Alvin Toffler coined the term \_\_\_\_\_\_\_\_\_\_\_\_, a home with the necessary technology to make it possible for the inhabitants to work from home.

**Answer:** electronic cottage **Reference:** The Electronic Cottage **Difficulty:** Moderate

1. Many people agree with the textbook’s author when he says “The single most important key to a positive economic future may be \_\_\_\_\_\_\_\_\_\_\_\_.”

**Answer:** education **Reference:** World Wide Workers **Difficulty:** Moderate

1. In this information age, \_\_\_\_\_\_\_\_\_\_\_\_, the interaction among people, is essential.

**Answer:** communication **Reference:** Information Age Education **Difficulty:** Moderate

1. CAI stands for \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** computer-aided instruction **Reference:** Computer-Aided Instruction **Difficulty:** Challenging

1. In the 1960s, Seymour Papert developed \_\_\_\_\_\_\_\_\_\_\_\_, a programming language that children could use.

**Answer:** LOGO **Reference:** Programming Tools **Difficulty:** Challenging

1. \_\_\_\_\_\_\_\_\_\_\_\_ multimedia software is designed to put students in control of their own learning and gets them more involved in the process of learning.

**Answer:** Interactive **Reference:** Digital Media **Difficulty:** Moderate

1. In 2000, the Chronicle of Higher Education reported that distance learning dropout rates were ten to 20 percent \_\_\_\_\_\_\_\_\_\_\_\_ than those of traditional classroom students.

**Answer:** higher **Reference:** Distance Education: Virtual Schools **Difficulty:** Moderate

1. One of the fastest growing markets today is SOHO, which stands for \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** small office, home office **Reference:** Computers Come Home **Difficulty:** Challenging

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_ is similar to a credit card but contains an embedded microprocessor and memory.

**Answer:** smart card **Reference:** Household Business **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ is a term coined for software specifically geared to home markets that combines education with entertainment in order to compete with television and electronic games.

**Answer:** Edutainment **Reference:** Education and Information **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_, also called pointcasting, is the creation of personalized information broadcast to your desktop.

**Answer:** Narrowcasting **Reference:** Education and information **Difficulty:** Moderate

1. Netscape and Yahoo! are examples of Web \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** portals **Reference:** Education and information **Difficulty:** Challenging

1. \_\_\_\_\_\_\_\_\_\_\_\_ is broadcast television with built-in interactivity.

**Answer:** Interactive TV **Reference:** Home Entertainment Redefined **Difficulty:** Moderate

## Matching:

1. Match the following educational terms to their meanings and ideas:

I. drill-and-practice software A. individual learning, motivation, confidence

II. computer-aided instruction B. extension of the classroom

III. educational simulations C. create multimedia presentations

IV. authoring tools D. learn in small steps at an individualized pace

V. distance learning E. exploration and experimentation

**Answers:** D, A, E, C, B **Reference:** Multiple locations **Difficulty:** Moderate

1. Match the following categories to their appropriate statistics:

I. percent of U.S. schools with computers A. $6,000-13,000

II. total cost of ownership of a typical PC B. 10% of the work force

III. number of American telecommuters between 1995 and 2000 C. 10-50% higher

IV. telecommuters D. 99%

V. telecommuting productivity E. $50 billion

VI. new office systems that failed to achieve their intended results F. tripled

VII. U.S. education spending per year G. 40%

**Answers:** D, A, F, B, C, G, E **Reference:** Multiple locations **Difficulty:** Challenging